



CORRECTIONS AND REHABILITATION, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	CORRECTIONS AND REHABILITATION, DEPARTMENT OF	RELEASE DATE:	Monday, June 21, 2010
POSITION TITLE:	Chief, Office of the Ombudsman	FINAL FILING DATE:	Friday, July 2, 2010
CEA LEVEL:	CEA 2	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 7,815.00 - \$ 8,616.00 / Month	BULLETIN ID:	06212010_1

POSITION DESCRIPTION

NOTE: The monthly salary may include a pay differential. The amount of the differential is not subject to PERS retirement provisions during the first 12-consecutive pay periods of employment. The pay differential does become subject to PERS retirement provisions beginning the 13th month of consecutive employment.

Under the general direction of the Deputy Chief of Staff, California Department of Corrections and Rehabilitation, the Chief, Office of the Ombudsman, manages and directs the Ombudsman Program. The Chief serves as a Special Advisor to the Deputy Chief of Staff and proactively identifies statewide departmental issues and concerns, both emergent and systemic. The Chief provides correctional expertise and provides input, advice, and recommendations to the Deputy Chief of Staff on highly sensitive and critical issues impacting a broad spectrum of department-wide policies, procedures, and programs pertaining to both adult and juvenile correctional facilities. The Chief serves as the statewide coordinator of the sensitive and complex Ombudsman Program. The Chief monitors the day-to-day operations of the State's adult and juvenile correctional facilities through routine facility tours and direct contacts with wardens, superintendents, and other high-level departmental executive and management staff. The Chief reviews, responds, and resolves sensitive and complex adult inmate and youthful offender complaints, appeals, and grievances, as well as inquiries from stakeholders such as governmental representatives, special interest groups, community-based groups, and adult inmate/youthful offender families.

- Provides expertise and consultation to executive and management staff in the formulation and implementation of statewide policies and procedures governing the operation of the Ombudsman Program. Serves as a Special Advisor providing correctional expertise and input, advice, and recommendations on sensitive and critical issues impacting a broad spectrum of department-wide policies, procedures, and programs pertaining to both adult and juvenile correctional facilities.
- Directs and manages subordinate Ombudsman staff in the review, response, and resolution of

sensitive concerns raised by stakeholders such as governmental representatives, special interest groups, community groups, adult inmates and youthful offenders and their families, and other stakeholders. Meets regularly with institutional/facility executive and management staff on concerns and assists with the development and implementation of major policies and procedures.

- Provide direction and guidance in the development of department-wide management strategies for communicating the Department's policies to a wide variety of stakeholders.
- Serves as a member of the Executive Staff, participating in and providing vital input to the decision making process.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the

confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

1. Demonstrated broad administrative or program manager experience with substantial participation in the formulation, implementation, operation, and/or evaluation of program policies for a large department, in a correctional setting.
2. Strong and effective leadership skills and experience in the management of a highly sensitive departmental program.
3. Ability to maintain cooperative working relationships with staff, inmates, wards, representatives of various special interest groups, legislative bodies, community groups and other stakeholders with regard to sensitive and high profile matters and gain the confidence and support of top level administrators.
4. Demonstration of sound executive and personnel management skills, flexibility and practices for providing executive level advice, consultation, and decision-making to departmental management.
5. Experience in performing high administrative and policy influencing functions for a highly critical and sensitive program.
6. Ability to analyze complex problems, prescribe and initiate effective courses of action and develop and implement policies and procedures as appropriate.
7. Managerial and administrative experience in program operations which includes substantial

responsibility for a combination of management functions such as program planning, policy formulation, organization coordination and control, and fiscal and personnel management.

Supervisory/administrative experience in a managerial capacity at least equivalent to a Staff Services Manager III, Correctional Administrator, Department of Corrections, Deputy Regional Administrator, Youth Authority Administrator, or Juvenile Parole Administrator, including the implementation and/or evaluation of program policies. Experience which shall have demonstrated the ability to communicate with legislators, local governmental jurisdictions, and community and civic leaders. Experience in the development and implementation of policies and procedures.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Office of the Ombudsman**, with the **CORRECTIONS AND REHABILITATION, DEPARTMENT OF** . Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than four pages in length and no less than size 12 font.
- Resumes do not take the place of the Statement of Qualifications.
- **APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.**
- Information regarding the completion of a "Statement of Qualifications" may be obtained via the CDCR internet website at:
www.cdcr.ca.gov/Career_Opportunities/HR/OPS/Exams/Exams_Executive/index.html
- In the Statement of Qualifications the desirable qualifications **MUST** be addressed and numbered in the same order as is listed.

Applications must be submitted by the final filing date to:

CORRECTIONS AND REHABILITATION, DEPARTMENT OF , Office of Executive
Appointments
PO Box 942883, Sacramento, CA 94283-0001
Tricia Girard | 916-327-8033 | tricia.girard@cdcr.ca.gov

ADDITIONAL INFORMATION

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filing date to Office of Executive Appointments, 1515 S Street, Sacramento, CA 95811.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The CORRECTIONS AND REHABILITATION, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>